

VIRGINIA Relay Service

December, 2002

Commendations

TTY December 6, 2002

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

Voice December 10, 2002

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY December 10, 2002

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY December 13, 2002

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

Voice December 18, 2002

The customer commended the CA for his/her intonation.

Category: CA/OPR Related

Complaints

TTY December 9, 2002

The caller had a CA on the line for 45 minutes editing his message to leave on an answer machine. He then complained CAs are dumb and take too long.

Category: Other (Misc)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Attempted to assist the customer with his call. He repeatedly directed profanity to the supervisor and the CA.

Contact Closed: December 9, 2002

TTY December 9, 2002

The customer complained that the CA did not ask if he/she wanted a recorded message relayed.

Category: Methods Related

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized and offered to place another call for the customer.

Contact Closed: December 10, 2002

TTY December 20, 2002

The customer complained the CA caused a delay by typing the entire pre-recorded message from an

answering machine.

Category: Methods Related

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Apologized and explained that the CA must type everything he/she hears unless the customer provides instructions before their call is placed.

Contact Closed: December 27, 2002

Voice December 31, 2002

The customer complained the CA was rude, and could not type fast enough.

Category: Other (CA/OPR)

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Apologized to the customer and explained briefly how relay works. The customer is choosing to use video relay as an alternateive.

Contact Closed: January 1, 2003

Inquiries/Comments

TTY December 7, 2002

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the U.S. mail and handled by the National Customer Care Center.

Resolution: Entered the profile, and advised the customer it had been done.

Contact Closed: December 8, 2002

TTY December 9, 2002

The caller requested a print out of his current RCP settings.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Sent the customer the information as requested.

Contact Closed: December 12, 2002

TTY December 10, 2002

The caller inquired about employment opportunities with AT&T Relay Services.

Category: General Information

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Referred the caller to the AT&T Employment Opportunities number and website.

Contact Closed: December 11, 2002

TTY December 11, 2002

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Set up a Relay Choice Profile for the customer's preferred carrier of choice.

Contact Closed: December 12, 2002

TTY December 11, 2002

An emergency agency was receiving repeated calls from a TTY user and wondered why she was

dialing 911 instead of 711.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Contacted the TTY user and she explained that her speed dial key for 711 was not working correctly.

Contact Closed: December 11, 2002

Voice December 16, 2002

The caller requested information on the relay service.

Category: Explain Relay

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained relay, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: December 17, 2002

Voice December 18, 2002

The caller received a threatening message from relay on his answering machine.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Offered a relay block, but the customer declined. Referred him to his local law enforcement.

Contact Closed: December 18, 2002

TTY December 18, 2002

The caller's VCO phone is no longer working.

Category: TTY Distrib/Purchase

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the caller to the VCO phone manufacturer and Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: December 19, 2002

TTY December 20, 2002

The caller wanted to report that a few days ago he had difficulty reaching relay when dialing 711.

Category: General Information

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Thanked the customer for providing feedback, and let him know the problem would be reported.

Contact Closed: December 20, 2002

Voice December 26, 2002

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Entered the profile for the customer.

Contact Closed: December 26, 2002

TTY December 27, 2002

The customer wanted to confirm updates to her Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Informed the customer that we received her request and the profile had been updated.

Contact Closed: December 27, 2002

Voice December 30, 2002

The caller asked where or how to obtain a TDD/TTY.

Category: TTY Distrib/Purchase

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: December 30, 2002

TTY December 30, 2002

The customer wanted to update his/her profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Updated the customer's profile.

Contact Closed: December 31, 2002

Voice December 31, 2002

The customer requested relay brochures for her company.

Category: Outreach/Marketing

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Sent the information to the customer.

Contact Closed: December 31, 2002

TTY December 31, 2002

The customer did not wish to be charged for each redial of a 900 number.

Category: Billing/Rate

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Explained to the customer the CA has no control over the billing for 900 number calls, and additional charges would apply.

Contact Closed: December 31, 2002